

MEMORANDUM

To: Ben Arredondo, Deputy Superintendent of Schools
Division Managers and Staff

From: Mark E. Busch, Director of Finance

Subject: District Survey

Date: January 8, 2002

The FY 02 External Survey was emailed to school districts on November 20, 2001. The results are listed below. We made incredible progress towards our goal of providing excellent customer service, though we all feel that we can improve even more.

Our overall Good/Excellent approval rating for FY01 was 72%. Our Strategic Plan Goal for FY02 was 80% and our Goal for FY03 was 85%. We received 32 replies from the 125 surveys emailed (25.6%).

Hours of operation of your Business/Finance offices:

6:30-4: 1 7:00-4: 0 7-5: 2 Within 7:30-5:00: 22, or 88% 7:30-6: 0 8-5:30: 0

Are there times when you cannot reach who you need? Yes 3 No 17 (85%)

Please give an overall rating of service from the following (put an 'X' in the appropriate box):

Area	Have no idea	Inadequate Service	Service could be improved	Acceptable service	Good Service	Excellent service
Finance Director	4				5	11
Newsletter usefulness	2			4	11	3
Accounts Payable	8		1	1	3	7
Federal/State Grants	9				8	5
Garnishments	4			2	7	12
Payroll	5		1		6	10
Reconciliation	7		1	1	5	5
Attitude/Friendliness	1			1	6	18
CIMS EMS software support	9				6	8
CIMS FMS software support	10				5	8
AS/400 System Spt.	8				5	9
Attitude/Friendliness	3				7	11
Elections support	9			2	6	2
Attitude/Friendliness	4			1	7	8

SCORING (Newsletter is shown separately)

	# Rated Good or Excel.	Total number	% Good/Excel.	Last Year %
Overall (excl. Newsletter)	190	201	94.5%	72.4%
Finance	108	116	93.1%	76.7%
Technology	59	59	100%	69.1%
Elections	23	26	88.5%	60.9%
Newsletter	14	18	77.8%	N/A